



EMPLOYMENT OPPORTUNITY

CLERK II

Food Stamp Employment & Training Program (2 Full-Time “At Will” With Benefits Positions)

THE SALARY: \$10.22 hourly, \$1,773 monthly, \$21,274 annually

THE BENEFITS: Liberal paid vacation plan; 12 days cumulative paid sick leave per year; 14 paid holidays per year; group medical, dental, life insurance plans paid for employee; voluntary retirement plan and merit advancement.

THE POSITION: Community Action Partnership of San Bernardino County (CAPSBC) Food Stamp Employment & Training Program is currently seeking two qualified and highly motivated individuals to perform a wide variety of general clerical duties with only occasional instruction or assistance. This position is characterized by high degree of confidentiality, independent action and non-judgmental support required in the performance of day-to-day duties. The incumbent **must be** computer literate and able to work overtime as directed.

EXAMPLES OF DUTIES: Under supervision, the incumbents will perform such duties as: Resolve discrepancies; receive the public and answer calls determining how incoming calls should be routed; direct people to appropriate offices; answer routine questions, receive complaints, and explain routine procedures, processes or departmental activities; assist the public in completing forms and finding information; schedule appointments; obtain factual information to create or update client files; type a variety of documents in draft and final form, including correspondence, contracts, charts, and reports from handwritten, recorded or printed sources; proofread materials for completeness, correct grammar, spelling and punctuation; type on standard typewriter and / or personal computer; type narratives in numerical data; prepare, validate, process and / or check a variety of documents such as bills, statistical records, personal records, requisitions, and invoices for completeness and accuracy; review and correct computer reports; compile routine reports by extracting and / or tabulating information from variety of sources, such as files, correspondence, logs and other source documents; compose routine correspondence following general instructions or outlines; sort and / or file materials such as correspondence, client case information; maintain files and conduct systematic files search for misplaced materials; maintain cross reference files or indices; purge filing system or records microfilmed; develop or adapt work procedures to carry out directives; recommend new procedures, design, revise or install a filing system; may take dictation for routine letters, memos, or telephone messages; operate a variety of office equipment, including photocopiers, fax machines, collators, shredders, and computer equipment and various software; may perform standard equipment maintenance checks; may drive a County / CAP / Personal vehicle for official business purposes; may serve as a lead worker in training, assigning, prioritizing or reviewing the work of other employees; may be required to work overtime; provide vacation and temporary relief as required.

MINIMUM QUALIFICATIONS: **Education / Experience:** Equivalency to high school graduation and applicants must be able to read, write and speak English at a level appropriate to the position. In addition, they **must have** one (1) year of paid responsible office clerical experience, preferably within a Social Service Agency. **Knowledge / Abilities / Skills:** **Good knowledge of:** English usage, grammar, spelling, vocabulary and punctuation; personal computer hardware and software applications; principles of time management. **Ability to:** Follow oral and written instructions; perform duties

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independently and on own initiative; learn and apply program policies and rules; work under pressure and within short deadlines; maintain strict confidentiality; perform mathematical calculations of average difficulty; communicate and deal diplomatically and tactfully with persons from varied social, economic and cultural backgrounds; operate County / CAP / Personal vehicles for business purposes. **Skills:** Proficiently operate standard office equipment, including various computer (i.e., Microsoft, Word, Excel, Windows, PowerPoint, Access, Outlook, Exchange, E-mail); type 45 words per minute and operate a variety of office equipment.

DESIRABLE QUALIFICATION: Bilingual English / Spanish speaking ability is desired.

LICENSE: Must possess and maintain a valid California Driver License, be insurable, and have a good driving record; possess / maintain a dependable personal transportation throughout the course of employment and will be reimbursed at 31¢ per mile for use of their personal vehicle for business purposes.

EXAMINATION: The examination will consist of a competitive evaluation of qualifications based upon a review of the application and attachments. Those applicants passing the competitive evaluation of qualifications will be scheduled for an assessment exercise to evaluate the applicants' abilities to prioritize work, demonstrate independent action, and good judgment, prepare correspondence in final form and complete work within established deadlines. Those applicants who pass the assessment exercise will be scheduled for a structured oral examination covering the following items: 1. Office Practices and Procedures (including filing systems), 2. Communication Techniques (oral and written), 3. Personal Computer Hardware and Software Applications, 4. Public / Human Relations, 5. Mathematical Calculations.

SELECTION PROCESS: Following an administrative review of each application, only the most qualified applicants will be invited to an oral interview and / or testing. The successful candidates will be offered conditional employment contingent upon the applicants passing a background investigation (including verification of criminal records, education, employment and social security) and a medical examination which will include urine drug testing and TB screening, and submit original documentation to establish both work authorization and identity (per the Immigration Reform and Control Act of 1986). An offer of conditional employment will be withdrawn upon failure to pass the background investigation or the physical examination. As a condition of employment, the selected candidates must be able to participate in the agency's payroll direct deposit program or the offer of conditional employment will be withdrawn. In order to participate in the program, the candidates must currently have / or be able to obtain (prior to hire date) a checking or savings account.

APPLICATION: Submit a completed CAPSBC application form to the Human Resources Division, 686 East Mill Street, San Bernardino, CA 92415-0610. If you change your address or phone number after filing and application, please notify CAPSBC Human Resources Division immediately. Resumes will **not** be accepted as a substitute for completion of the work history portion of the application. The information you provide will be used to verify and evaluate your qualifications. Failure to complete the application and / or provide information on it that clearly demonstrates possession of the position requirements will result in elimination from the examination process. *At the time of oral examination, applicants must present a copy of their current California Department of Motor Vehicles (DMV) Driving Report (dated within previous 90 calendar days) and proof of State mandated personal automobile insurance.*

CAPSBC is an EQUAL OPPORTUNITY / ADA COMPLIANT EMPLOYER. For further information regarding this position, contact the Human Resources Division at (909) 891-3880.

CLOSING DATE: Continuous - until a sufficient pool of qualified applicants are identified or until the position is filled, then the recruitment will be closed.

PUBLICATION DATE: 10/29/03

CAJ:ega
10/29/03

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Community Action Partnership of San Bernardino County (CAPSBC)

Employment Information

Employment Procedures

When CAPSBC has job openings, announcements are displayed in program / division offices and sent to various employment and community organizations. Advertisements are also placed in the San Bernardino Sun newspaper and the agency's website. **Applications are accepted only for open employment positions.** Persons desiring to compete for an open position must file an application. It is to the advantage of the applicant to ensure that each question on the application is completed fully. Resumes may be attached; however, **all education, experience, and background related to the position applied for must be written on the application** rather than simply stating "see resume."

Each application undergoes an analysis of education, experience, and related background. CAPSBC reserves the right to rate applicants based on a review of the application materials and to invite the most qualified applicants to participate in successive parts of the selection process. CAPSBC conducts interviews with the finalists, and the appointing authority makes the final selection. The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice.

For current employment openings and information and benefits, call the Human Resources Division at (909) 891-3880, 8:00-5:00 p.m., Monday to Friday excluding holidays, or go to the agency's web address: www.sbcounty.gov/csd.

Pay and Benefits

A salary range, designed to keep CAPSBC very competitive, exists for each position. Appointments are made within the hiring range (with most employees starting at the beginning of the range) and include a six-month or nine-month evaluative period. Excellent benefits for eligible employees are available which includes, group medical, dental, life insurance coverage and voluntary participation in the retirement program; liberal paid vacation plan; 12 days cumulative paid sick leave per year; 14 paid holidays per year; eligible employees in position budgeted less than eighty (80) hours per pay period will accrue vacation and sick time on a pro-rata basis; merit advancement.

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